

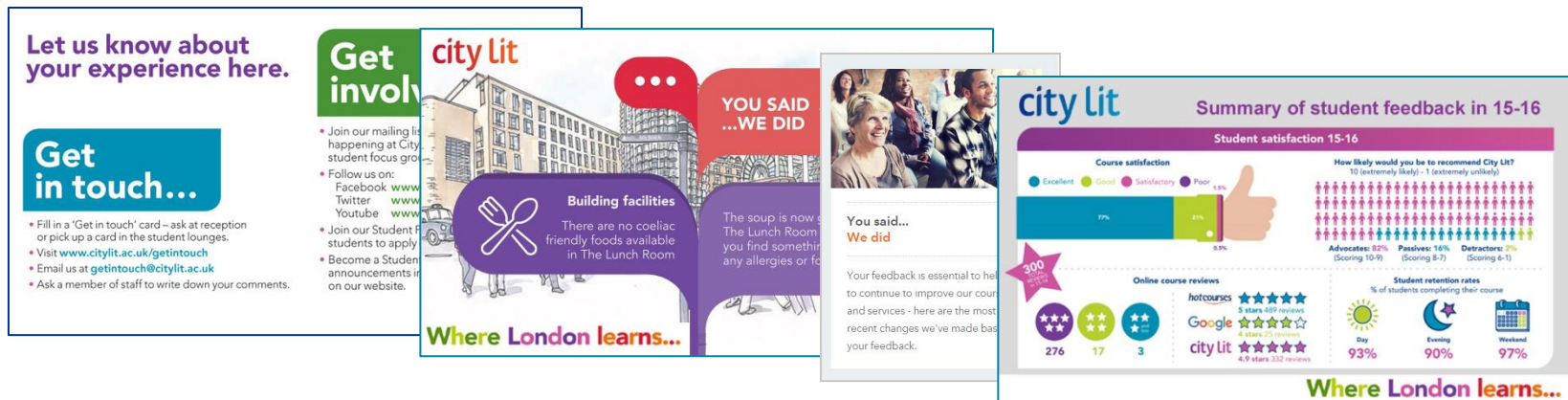


# Working in partnership with students:

Increasing student engagement and using feedback to drive change

# Increasing engagement

- The 'Get in Touch' campaign led to a 50% increase in feedback the following term.
- Using infographics and communicating 'you said we did' via posters, screens and our website has led to a decrease in complaints and increase in suggestions.



# Increasing engagement

- Our student panel members have doubled in the last 4 years.
- The panel is now more diverse and representative of our student body.

## Get involved...

- Join our mailing list to find out what's happening at City Lit, including events, student focus groups and much more.
- Follow us on:
  - Facebook [www.facebook.com/citylit](http://www.facebook.com/citylit)
  - Twitter [www.twitter.com/citylit](http://www.twitter.com/citylit)
  - Youtube [www.youtube.com/citylit](http://www.youtube.com/citylit)
- Join our Student Panel – we invite new students to apply every September.
- Become a Student Governor – look for announcements in the building and on our website.

## city lit

### What did we ask the Student Panel in 2015-16?


How does City Lit compare?

We asked the panel to think about how City Lit compares to other companies that they use.


Suggestions that came from the panel:

- Offering a discount for people studying more than one course, or booking 3 modules of a course.
- Offering a loyalty or membership scheme.
- Improving clarity about how to claim credit following a course cancellation.
- Improving our dance/movement class facilities as they are currently too basic, often too hot/cold and far away from the changing rooms.
- Ground floor toilets are in urgent need of refurbishing, gender neutral toilets were suggested.


Find out how to apply to be in the student panel 2016-17 [www.citylit.ac.uk/studentpanel](http://www.citylit.ac.uk/studentpanel)



Student Panel 13-14



Student Panel 14-15



Student Panel 15-16

# The student point of view

This is Vicky's third year on our Student Panel. She will tell you more about:

- Why she joined the panel and what being on the panel means to her
- The projects that she's been involved with and the difference that the panel has made to the student experience at City Lit





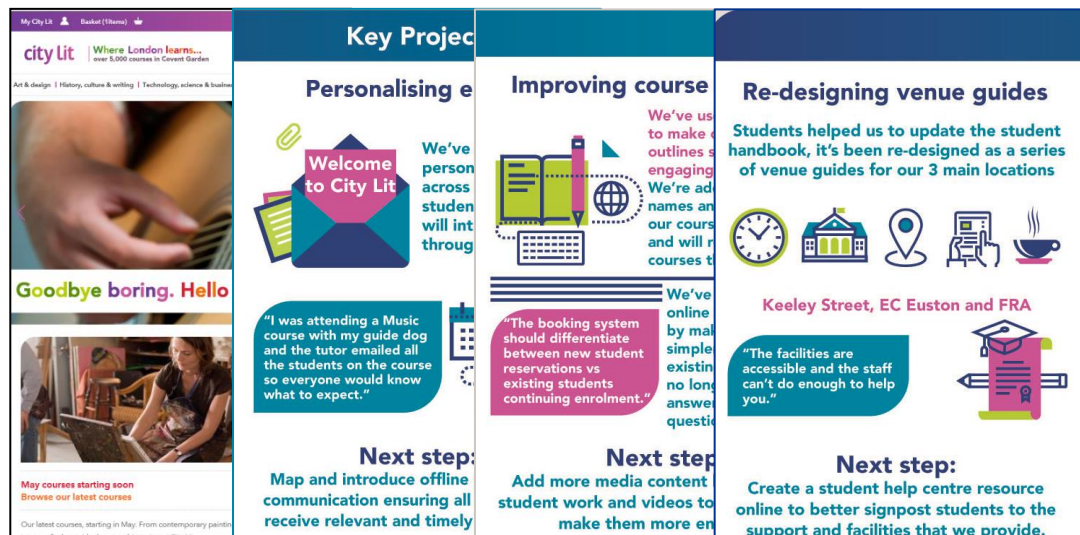
# Increasing engagement

- We will install digital feedback touch points in our student spaces.
- We are trialling new methods to encourage engagement with surveys
- We'll keep closing the feedback loop
- We're encouraging our students to rate information we give them



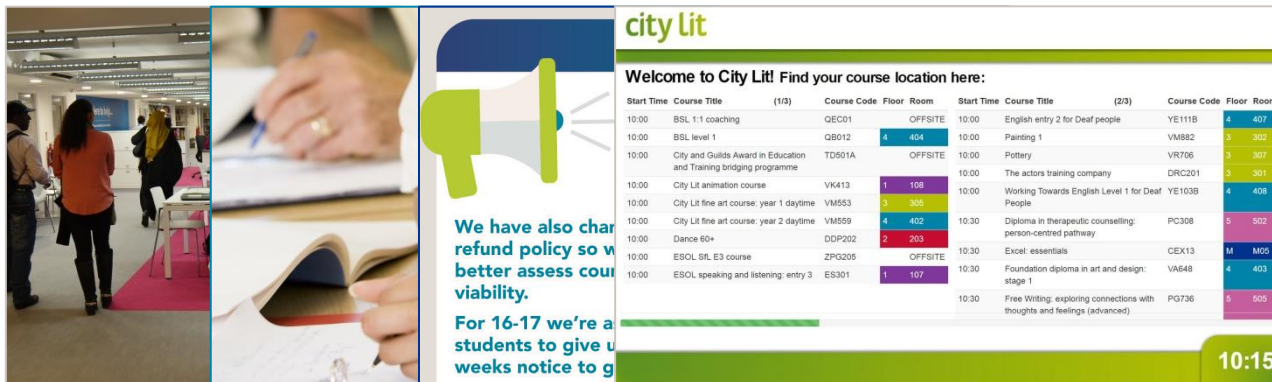
# Driving change

- Checkout process is faster with a 9% increase in enrolments
- Pre-course reminders introduced and emails to students personalised
- 800 course outlines reviewed making them more engaging, all outlines shortened
- Venue guides created to help students navigate our services and buildings



# Driving change

- We re-designed our Student Centre & Library creating a 'one stop shop' for financial, support and careers advice
- We've simplified course paperwork and plan to reduce and digitalise this in future
- We made transfers more flexible and plan to make them self-service
- Digital signage inspires us with students' stories and helps students navigate our building



**city Lit**

Welcome to City Lit! Find your course location here:

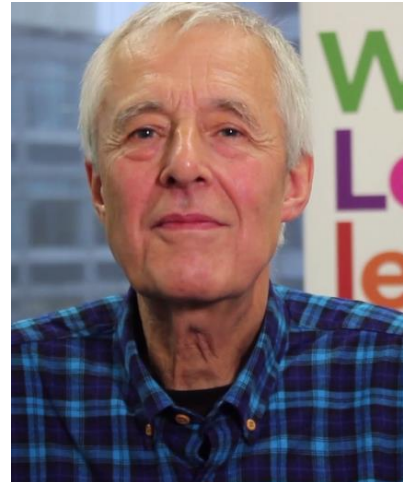
Start Time	Course Title	(1/2)	Course Code	Floor	Room	Start Time	Course Title	(2/2)	Course Code	Floor	Room
10:00	BSL 1:1 coaching		QEC01		OFFSITE	10:00	English entry 2 for Deaf people		YE111B	4	407
10:00	BSL level 1		QB012	4	404	10:00	Painting 1		VM882	3	302
10:00	City and Guilds Award in Education and Training bridging programme		TD501A		OFFSITE	10:00	Pottery		VR706	3	307
10:00	City Lit animation course		VK413	1	108	10:00	The actors training company		DRC201	3	301
10:00	City Lit fine art course: year 1 daytime		VM553	3	305	10:00	Working Towards English Level 1 for Deaf People		YE103B	4	408
10:00	City Lit fine art course: year 2 daytime		VM559	4	402	10:30	Diploma in therapeutic counselling: person-centred pathway		PC308	5	502
10:00	Dance 60+		DDP202	2	203	10:30	Excel: essentials		CEX13	M	M05
10:00	ESOL SFL E3 course		ZPG205		OFFSITE	10:30	Foundation diploma in art and design: stage 1		VA648	4	403
10:00	ESOL speaking and listening: entry 3		ES301	1	107	10:30	Free Writing: exploring connections with thoughts and feelings (advanced)		PG736	5	505

**10:15**

We have also changed our refund policy so we can better assess course viability.  
For 16-17 we're asking students to give us 4 weeks notice to go

# The student point of view

Don't take my word for it, here is some feedback from our students.



*"I can't really think of anything. I can see that it's moving in the right direction. The Sunday opening has been great, that's a recent development. I can see that City Lit has really progressed over the last few years." - Peter*

*"There's been a lot of improvement at City Lit. Before I would have said the Library, but I love the Library now! And the theatre but I love the theatre now. I feel like there's a lot that has improved." - Belinda*





# The student point of view



<https://youtu.be/Vg4DOhf9idc>